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SECTION 1 - THE SCHEDULE

Continuation/Addendum to SF-1449
RFQ Number 19UP30-19-Q-0020
PRICES, BLOCK 23

1.0 DESCRIPTION

The U.S. Embassy Kyiv requires services to maintain building elevators in safe, reliable and efficient operating condition. The contract type is a firm fixed price contract for routine maintenance services paid at the monthly rate below. These rates include all costs associated with providing elevator maintenance services in accordance with manufacturer's warranty including materials, labor, insurance (see FAR 52.228-4 and 52.228-5), overhead, profit and VAT (if applicable). The contract will be for a one-year period, with three one-year optional periods of performance.

The current list of elevators that are serviced under this contract is provided in the Attachment 1. All elevators were maintained permanently on monthly basis.

2.0 PRICING

The Quoters may submit the prices in Ukrainian Hryvnias or in US Dollars. In case prices are submitted in US Dollars, payments will be made in Ukrainian Hryvnias (prices in invoices shall be converted into UAH based on NBU exchanging rate on the date of invoicing).

2.1 VALUE ADDED TAX

VAT VERSION A

VALUE ADDED TAX. Value Added Tax (VAT) is not included in the CLIN rates. Instead, it will be priced as a separate Line Item in the contract and on Invoices. Local law dictates the portion of the contract price that is subject to VAT; this percentage is multiplied only against that portion. It is reflected for each performance period. The portions of the solicitation subject to VAT are:

- 2.2 Base Year - The Contractor shall provide the services shown below for the base period of the contract, starting on the date stated in the Notice to Proceed and continuing for a period of 12 months. The fixed unit prices, estimated quantities, and ceiling for each category are:

Line Item	Description	Monthly Price, VAT excluded (state currency)	Monthly Price, VAT included (state currency)	Period of performance, months	Annual Total Amount, VAT excluded (state currency)	Annual Total Amount, VAT included (state currency)
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1	Routine monthly maintenance for all elevators described in Attachment 1			12		
TOTAL Annual Amount for the Base Year:						

2.3 Option Year 1 - The Contractor shall provide the services shown below for Option Year 1, starting one year after the date stated in the Notice to Proceed and continuing for a period of 12 months.

Line Item	Description	Monthly Price, VAT excluded (state currency)	Monthly Price, VAT included (state currency)	Period of performance, months	Annual Total Amount, VAT excluded (state currency)	Annual Total Amount, VAT included (state currency)
1	Routine monthly maintenance for all elevators described in Attachment 1			12		
TOTAL Annual Amount for the Option Year One:						

2.4 Option Year 2 - The Contractor shall provide the services shown below for Option Year 2, starting two years after the date stated in the Notice to Proceed and continuing for a period of 12 months.

Line Item	Description	Monthly Price, VAT excluded (state currency)	Monthly Price, VAT included (state currency)	Period of performance, months	Annual Total Amount, VAT excluded (state currency)	Annual Total Amount, VAT included (state currency)
1	Routine monthly maintenance for all elevators described in Attachment 1			12		
TOTAL Annual Amount for the Option Year Two:						

2.5 Option Year 3 - The Contractor shall provide the services shown below for Option Year 3, starting three years after the date stated in the Notice to Proceed and continuing for a period of 12 months.

Line Item	Description	Monthly Price, VAT excluded (state currency)	Monthly Price, VAT included (state currency)	Period of performance, months	Annual Total Amount, VAT excluded (state currency)	Annual Total Amount, VAT included (state currency)
1	Routine monthly maintenance for all elevators described in Attachment 1			12		

TOTAL Annual Amount for the Option Year Three:		
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Contract Period	Total Amount, VAT excluded (<i>state currency</i>)	Total Amount, VAT included (<i>state currency</i>)
Base Year		
Option Year 1		
Option Year 2		
Option Year 3		
GRAND TOTAL		

3.0 NOTICE TO PROCEED

After contract award and submission of acceptable insurance certificates and copies of all applicable licenses and permits, the Contracting Officer will issue a Notice to Proceed. The Notice to Proceed will establish a date (a minimum of ten (10) days from date of contract award unless the Contractor agrees to an earlier date) on which performance shall start.

CONTINUATION/ADDENDUM TO SF-1449
RFQ Number 19UP30-19-Q-0020
SCHEDULE OF SUPPLIES/SERVICES, BLOCK 20
DESCRIPTION/SPECIFICATION/WORK STATEMENT

1.0 SCOPE OF WORK

The U.S. Embassy Kyiv requires the Contractor to maintain the elevators identified in Attachment 1 in safe, reliable and efficient operating condition. The Contractor shall provide all necessary managerial, administrative and direct labor personnel, and as well as all necessary transportation, equipment, tools, repair parts, supplies and materials required to perform inspection, maintenance, repair, and component replacement as required to maintain the elevators in accordance with the manufacturer's specifications. Under this contract the Contractor shall provide:

The services of a trained elevator mechanic on a monthly basis to check and repair equipment operation and perform scheduled and preventive maintenance;
24 hours/day, 7 days/week emergency response service;
appropriate, same day, service in response to an elevator malfunction trouble call; and
after-hours emergency minor adjustment callback service

2.0 HOURS OF PERFORMANCE

The Contractor shall schedule all routine maintenance and repair work during normal building hours, which are defined as 8:00 to 18:00, Monday to Friday, excluding local and bank holidays, unless approved in advance by the Contracting Officer's Representative (COR).

3.0 ACCESS TO GOVERNMENT BUILDINGS AND STANDARDS OF CONDUCT

3.1 General. The Contractor shall designate a representative who shall supervise the Contractor's elevator mechanics and be the Contractor's liaison with the U.S. Embassy/Consulate. The Contractor's employees shall be on-site only for contractual duties and not for any other business or purposes. Contractor employees shall have access to the elevators' hoistways, lobbies and machine rooms, either with or without security escorts, only with specific permission by either the Contracting Officer or the COR.

3.2 Personnel Security. The Government reserves the right to deny access to U.S owned and U.S.-operated facilities to any individual. The Contractor shall provide the names, biographic data and police clearance on all Contractor personnel who shall be used on this contract prior to their utilization. The Government shall issue identity cards to approved Contractor personnel, each of whom shall display his/her card(s) on the uniform at all times while on Government property or while on duty at private residences serviced under this contract. These identity cards are the property of the Government. The Contractor shall return all identity cards when the contract is completed, when a Contractor's employee leaves this contract, or at the request of the Government.

3.3 Standards of Conduct

3.3.1 General. The Contractor shall maintain satisfactory standards of employee competency, conduct, cleanliness, appearance and integrity and shall be responsible for taking such disciplinary action with respect to employees as may be necessary. Each Contractor employee shall adhere to standards of conduct that reflect credit on themselves, their employer, and the United States

Government. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional cost to the Government.

3.3.2 Uniforms and Personal Equipment. The Contractor's employees shall wear clean, neat and complete uniforms when on duty. All employees shall wear uniforms approved by the Contracting Officer's Representative (COR). The Contractor shall provide, to each employee and supervisor, uniforms and personal equipment. The Contractor shall be responsible for the cost of purchasing, cleaning, pressing, and repair of the uniforms.

3.3.3 Neglect of duties shall not be condoned. This includes sleeping while on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.

3.3.4 The Contractor shall not condone disorderly conduct, use of abusive or offensive language, quarreling, and intimidation by words, actions, or fighting. Also included is participation in disruptive activities that interfere with normal and efficient Government operations.

3.3.5 Intoxicants and Narcotics. The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances, which produce similar effects.

3.3.6 Criminal Actions. Contractor employees may be subject to criminal actions as allowed by law in certain circumstances. These circumstances include but are not limited to the following actions: falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records; unauthorized use of Government property, theft, vandalism, or immoral conduct; unethical or improper use of official authority or credentials; security violations; organizing or participating in gambling in any form; and misuse of weapons.

3.3.7 Key Control. The Contractor shall receive, secure, issue and account for any keys issued for access to buildings, offices, equipment, gates, or other areas, for the purposes of this contract. Keys shall not be duplicated without the COR's approval. Where the Government determines that the Contractor or its agents have duplicated a key without permission of the COR, the Contractor shall remove the individual(s) responsible from performing work under the contract. If the Contractor has lost any such keys, the Contractor shall immediately notify the COR. In either event, the Contractor shall reimburse the Government for the cost of rekeying that portion of the system so compromised.

4.0 WORK REQUIREMENTS

4.1 General. The Contractor shall provide full service to meet routine maintenance requirements. The Contractor shall maintain elevators so that the elevators are in a safe and efficient operating condition at all times. In the event of a break down, the Contractor shall make every effort to immediately return the elevator to an operating condition.

TRACTION AND WINDING DRUM ELEVATORS

4.2 Summary of Services - Traction and Winding Drum Elevators

To maintain the designated "Traction" type elevators, (including geared, gearless, DC drive and AC drive machines), and "Winding Drum" type elevators in accordance with the manufacturer's specifications, the Contractor shall perform all of the following services:

Examine, clean, lubricate, adjust, repair, and replace:

elevator machines,

motor generators,

solid state drives,

controllers,

selectors,

dispatcher & relay panels and parts thereof, including:

hoisting motors,

selector motors,

worms & gears,

bearings,

rotating elements,

brake magnet coils,

brushes and commutators,

brake shoes,

brake linings & pins,

windings & coils,

contacts & relays,

resistors & transformers,

and solid state devices;

keep guide rails properly lubricated except where roller guides are used;

repair or replace guide shoe gibs or rollers;

replace inoperative position indicator and car/hall call lamps;

repair or replace control cables;

examine clean, lubricate, adjust, repair or replace the safety devices including interlocks, door closers, buffers, overspend governors, car & counterweight safeties, limit switches, landing & slowdown switches, door protective devices and alarm bells;

replace wire ropes and equalize the tension of the hoisting ropes;

examine, evaluate, and when needed, regroove or replace all sheaves and sheave assemblies, including drive sheaves, governor tension sheaves and compensating sheaves;

examine, lubricate, adjust, repair and replace car & corridor operating stations, car & corridor hangers & tracks, door operating devices, door gibs and car fans;

clean elevator machine rooms, hatch equipment, rails, inductors, relaying devices, switches, buffers, and car tops;

dismantle, clean, examine, replace worn parts, lubricate, reassemble, and adjust brake plunger assemblies;

refasten/resocket the hoisting ropes, using the babbitt socketing method procedure, on an annual basis for winding drum machines located over the hoistway or on a 2-year basis for machines located below or at the side of a hoistway.

provide "emergency service" assistance defined in 6.2 to correct major elevator problems occurring after normal working hours.

5.0 SAFETY TESTING

5.1 Annual Safety Tests.

- Initial No-Load Speed Test. The actual speed of the elevator shall be determined, by applying a tachometer to the car hoist way ropes or governor ropes, in both directions of travel with no load in the car. The measured speed shall be within 25 feet per minute (0.13 m/s) or 10% of the specified rated speed of 250 fpm (1.25 m/s). Full run speeds shall be quiet and free from vibration and sway. When the car is parked at the floor with the doors open, it shall remain fully stopped with the hoisting machine brake applied.
- Initial No-Load Leveling Test. Elevator car leveling devices shall be initially tested with no load and the car stopping at all floors in both directions of travel. Accuracy of floor leveling shall be within plus or minus 6.4 mm at all landings in both directions of travel. The car leveling device shall automatically correct over-travel as well as under-travel.
- Lower Final Limit Test. The lower level slow-down devices, directional switches and normal final limit shall be rendered inoperative. The car shall be run in the down direction on inspection speed until the final limit switch contacts the cam and stops the movement of the car. It shall be verified that the final limit switch stops the car before the car strike-plate comes in contact with the pit buffer. Using the buffer stroke, cam length and bottom car run-by measurements, verify that the final limit will remain engaged when the car is on a fully compressed buffer.
Governor Test. The governor shall be spun in the down direction. The speed at which the electrical over-speed switch opens and the mechanical trip occurs shall be measured using a tachometer. The mechanical trip shall be at a minimum of 115% of the contract speed or 355 FPM (1.44 m/s) and a maximum of 337 FPM (1.7 m/s). The electrical over-speed switch shall open at no more than 90% of the down tripping speed.
- Upper Final Limit Test. The upper level slow-down devices, directional switches and normal final limit shall be rendered inoperative. The car shall be run in the down direction on inspection speed until the final limit switch contacts the cam and stops the movement of the car. It shall be verified that the final limit switch stops the car before the counterweight strike-plate comes in contact with the counterweight buffer.
- Final No-Load Speed Test. The actual speed of the elevator shall be determined, by applying a tachometer to the car hoist way ropes or governor ropes, in both directions of travel with no load in the car. The measured speed shall be within 25 feet per minute (0.13 m/s) or 10% of the specified rated speed of 250 fpm (1.25 m/s). Full run speeds shall be quiet and free from vibration and sway. When the car is parked at the floor with the doors open, it shall remain fully stopped with the hoisting machine brake applied.
- Insulation Resistance Test. The elevator's complete wiring shall be free from short circuits and ground-faults and the insulation resistance of the system shall be determined by the use of a megohmmeter insulation resistance tester.

1.1 5.2 Other Safety Tests. (every 5 years or by demand). Last 5 year safety test was done on December 2016.

The Contractor is to perform the following safety tests.

- Balance Test. A total of 365 kg shall be evenly distributed in the car to determine if the counterweight is equal to the car weight plus 40% of the rated load. The elevator car shall then be located approximately half way in the hoist way. Releasing the brake with 365 kg in the car should not cause the car to move in either direction; however, the car

should be easily movable by hand in both the up and the down direction. Any deviation shall result in weights being added or removed from the counterweight.

- 40%-Load Leveling Test. Elevator car leveling devices shall be tested with 40% loads or Elevator 1: 640 kg, Elevator 2: 640 kg, Elevator 3: 800 kg with the car stopping at all floors in both directions of travel. Accuracy of floor leveling shall be within plus or minus 6.4 mm at all landings in both directions of travel. The car leveling device shall automatically correct over-travel as well as under-travel.
- Full-Load Speed Test. The actual speed of the elevator shall be determined by applying a tachometer to the car hoist way ropes or governor ropes, and in both directions of travel with full load or Elevator 1: 1600 kg.; Elevator 2: 1600 kg; Elevator 3: 2000 kg spread evenly in the car. The measured speed shall be within 25 FPM (0.13 m/s) or 10% of the specified rated speed of 250 FPM. Full run speeds shall be quiet and free from vibration and sway. When the car is parked at the floor with the doors open it shall remain fully stopped with the hoisting machine brake applied.
- Full-Load Leveling Test. Elevator car leveling devices shall be tested with full load or Elevator 1: 1600 kg, Elevator 2: 1600 kg, Elevator 3: 2000 kg spread evenly on the platform with the car stopping at all floors in both directions of travel. Accuracy of floor leveling shall be within plus or minus 6.4 mm at all landings in both directions of travel. The car leveling device shall automatically correct over-travel as well as under-travel.
- Full-Load Safety (Emergency Brake) Test. Place 1600 for Elevator 1 and 2, 2000 kg for Elevator 3 and evenly spread over the elevator car platform. Jump out any governor switches, or any part of the safety circuit, that will prevent a full setting of the safety. Starting at the top floor, run the car in the down direction until 250 FPM (1.25 m/s) is reached, and then manually activate the mechanical trip. After the safeties are reset and the car is movable, examine the score marks on the rail left by the engaged safeties to determine the stopping distance. The stopping distance (rail score marks) shall be more than 15 cm but less than 69 cm.
- Brake Test (125% Load). Bring the car to the 2nd floor and place 400 kg for Elevator #1& 2, 500 kg for Elevator #3, and evenly spread in the car on top of the existing 1600 and 2000 kg respectively for a total weight of 2000 kg for Elevator #1& 2 and 2500 kg for Elevator #3. The car shall then be run down directly by normal means at contract speed to the lowest level for a normal stop. The driving machine must safely lower, stop and hold the car with this overload. The elevator is not required to attain rated-load performance under these overload conditions. The car is not required to raise this load of stop level within normal limits.
- Full-Load Run Test. The elevator shall be tested for one continuous hour with 1600 (Elevator 1&2) and 2000 kg (Elevator #3) in the car, during which time the car shall stop at all floors in both directions of travel for a standing period of not less than five (5) nor more than ten (10) seconds per floor.

6.0 SCHEDULED ROUTINE MAINTENANCE

6.1 General

6.1.1 The objective of scheduled routine maintenance is to eliminate or minimize elevator malfunction, breakdown and deterioration. Contract maintenance of the elevator must assure continuous, safe, and satisfactory operation of all elevators, their parts and components. The Contractor shall schedule routine maintenance to include all tasks herein described, in addition to routine lubrication and adjustments.

6.1.2. Elevator equipment shall include, but is not limited to: controllers, selectors, worm gears, thrust bearings, brake magnet coils, brake shoes, brushes, windings, commutators, rotating elements, contacts, coils, resistors for operating and motor circuits, magnet frames, cams, car door and hoistway door hangers, tracks and guides, door operating devices, interlocks and contacts, pushbuttons, pumps, pump motors, operating valves, electronic tubes, electronic programmable controllers, hall lanterns and indicators, hatch lighting, pit bulbs, bulb replacement and all other elevator signal accessories.

6.1.3 The Contractor shall inventory, supply, repair and replace all parts that have become unsafe due to wear and tear. The Contractor shall use genuine manufacturer's parts or approved or equal (to be approved by COR) for all replacements. The Contractor shall maintain an easily accessible supply of spare parts sufficient for normal maintenance and expedient emergency repairs.

6.2 Checklist Approval - The Contractor shall submit to the COR a schedule and description of the scheduled routine maintenance tasks which the Contractor plans to provide. The Contractor shall prepare this schedule and task description in a checklist format similar to the one provided in Attachment 2. The Contracting Officer or COR must approve the proposed "Scheduled Routine Maintenance Task Checklist" prior to contract work commencement.

6.3 Minimum Requirements - The Contractor shall provide a trained mechanic to inspect and service every elevator a minimum of once a month, every month of the year. The elevator mechanic shall sign off on every item of the checklist. The elevator mechanic shall leave a copy of this signed checklist with the COR or the COR's designate following that week's routine maintenance visit. This weekly inspection and servicing shall include, but not be limited to, the following tasks:

Ride all cars to detect and repair any improper operation of the car doors, hoistway doors, acceleration, leveling accuracy on the floor stops, and the action of the machine brake;

Check and make necessary repairs to assure proper operation of retractable doors;

Review elevator's performance with the COR, or the designated representative, to determine if any malfunctions have occurred in connection with the operation of the cars since the most recent previous scheduled routine maintenance visit;

Investigate any malfunctions which have occurred, devoting special attention to any problem involving unsafe operations, and make repairs as necessary;

Examine car stations and call buttons and replace any damaged switches, burned out lamps, bulbs and broken buttons, defective fixtures, switches, covers, and related hardware;

Trouble shoot any failure to equipment, lighting and receptacle electrical circuits;

Report findings to the COR or the COR's designee including identification of failed equipment and reason for failure;

Leave signed and dated copy of the Maintenance Checklist and also leave signed and dated copies of any other monthly, quarterly or annual checklists if those were completed during the subject visit;

Maintain emergency light units in operable condition.

7.0 TROUBLE CALL RESPONSE SERVICE

7.1 General. The Contractor shall provide "around-the-clock" service coverage for elevator trouble calls as described below *and which are not excluded by paragraph 8.0 below*.

7.2 Emergency Response Service - The Contractor shall provide, at no extra cost, a 24 hours/day, 7 days/week, 52 weeks/year coverage for emergency trouble calls. A trained mechanic shall be "on call" and shall be on site within a one-hour time period of the placement of an emergency trouble call by the Contracting Officer or COR. Emergency situations include people trapped in an elevator car, the suspicion/confirmation of a fire in or around elevator equipment, or an inoperative elevator with no suitable backup.

7.3 Non-Emergency Response Service - The Contractor shall provide, at no extra cost, a non-emergency response service. A trained elevator mechanic will be on site, within one working day, to trouble shoot and repair an elevator malfunction.

7.4 Callback Service - When an elevator which was previously worked on by the Contractor's mechanic, has a repeat malfunction within a 24-hour period, the Contractor shall be obligated to provide, at no extra cost, a return visit by a trained elevator mechanic to correct the problem, even if the problem is minor in nature. The elevator mechanic shall respond to this callback within a three-hour time period regardless of what time the Contracting Officer or COR made the callback complaint, including the "after hours" time periods.

8.0 PERSONNEL, TOOLS, REPAIR PARTS, MATERIALS AND SUPPLIES

The Contractor shall provide trained elevator mechanics with the appropriate tools and testing equipment for scheduled maintenance, unscheduled repairs, emergency repairs/assistance, safety inspection, and safety testing as required by this contract. The Contractor shall provide all of the necessary repair parts, materials and supplies to maintain, service, inspect and test the elevators as required by this contract.

9.0 EXCLUSIONS

The Contractor shall not assume responsibility for the following items of elevator equipment, which are not included in this contract:

Car enclosures and related items including, but not limited to, fixed or removable panels, door panels, car gates, plenum chambers, hung ceilings, light diffusers, fluorescent tubes, dry cell batteries, handrails, mirrors, floor coverings, carpets and other architectural features and accessories;

Buried caissons, cylinders and piping, and power supply feeder circuits to the machine room circuit breakers;

Computer and microprocessor devices not exclusively dedicated to the elevator equipment such as terminal keyboards and display units;

Communications equipment, such as telephones, intercoms, heat detectors, and smoke sensors, which were not installed by the Contractor or the original elevator installer;

Major Repairs: Any individual unit or incident of repair with a total estimated cost (labor and direct material costs) exceeding \$3,000.00 which is not covered under routine maintenance, is not covered by this contract. The Government reserves the right to determine how these repairs are to be handled. Such repairs will normally be accomplished by separate purchase order or contract. This exclusion does not apply if the repair is to correct damage caused by Contractor negligence.

10.0 INSURANCE REQUIREMENTS

10.1 Personal Injury, Property Loss or Damage (Liability). The Contractor assumes absolute responsibility and liability for any and all personal injuries or death and property damage or losses suffered due to negligence of the Contractor's personnel in the performance of this contract

The Contractor's assumption of absolute liability is independent of any insurance policies.

10.2 Insurance. The Contractor, at its own expense, shall provide and maintain during the entire period of performance of this contract, whatever insurance is legally necessary. The Contractor shall carry the following minimum insurance:

Comprehensive General Liability

Bodily Injury	UAH 270,000.00* per occurrence
Property Damage	UAH 270,000.00* per occurrence
Workers' Compensation and Occupational Disease	the Contractor shall comply with Ukrainian law
Employer's Liability	the Contractor shall comply with Ukrainian law

10.3 Worker's Compensation Insurance. The Contractor agrees to provide all employees with worker's compensation benefits as required by the laws of either the country in which the employees are working or the employee's native country, whichever offers greater benefits, following FAR 52.228-4 "Worker's Compensation and War-Hazard Insurance Overseas".

11.0 PERMITS

The Contractor shall maintain in full force and affect all permits, licenses, and appointments required for the prosecution of work under this contract at no additional cost to the Government. The Contractor shall obtain these permits, licenses, and appointments in compliance with host country laws.

12.0 LOCAL LAW REGISTRATION

If the local law or decree requires that one or both parties to the contract register the contract with the designated authorities to insure compliance with this law or decree, the entire burden of this registration shall rest upon the Contractor. Any local or other taxes which may be assessed against the contract shall be payable by the Contractor without Government reimbursement.

13.0-RESERVED

14.0 QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)

14.1 This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

Performance Objective	Scope of Work Para	Performance Threshold
<u>Services.</u> Performs all elevator services set forth in the scope of work.	1. thru 9.	All required services are performed and no more than one (1) customer complaint is received per month.

14.2 Surveillance. The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

14.3 Standard. The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services exceed the standard.

14.4. Procedures.

14.4.1 If any Government personnel observe unacceptable services, either incomplete work or required services not being performed they should immediately contact the COR.

14.4.2 The COR will complete appropriate documentation to record the complaint.

14.4.3 If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.

14.4.4 If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.

14.4.5 The COR shall, as a minimum, orally notify the Contractor of any valid complaints.

14.4.6 If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.

14.4.7 The COR will consider complaints as resolved unless notified otherwise by the complainant.

14.4.8 Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

15.0 SECURITY

15.1 The work to be performed under this contract requires that the contractor, its employees and sub-contractors submit corporate, financial and personnel information for review by the Embassy. Information submitted by the contractor will not be disclosed beyond the Embassy. The contractor shall submit this information including construction vehicle requirements within 10 days of the notice to proceed.

15.2 Contractor shall provide security information to U.S. Embassy representative for access and escort requirements. Information shall be provided at least 10 days prior to work.

- a) Company name and names of workers
- b) Dates of scheduled work.
- c) Level of U.S.A security clearance. <https://www.state.gov/m/ds/clearances/c10978.htm>
- d) Name of Company for third party contractors.
- e) State whether laptop, digital cameras or other electronics is needed for the task.

ATTACHMENT 1

LIST OF ELEVATORS TO BE SERVICED

Chancery Building

1) ID= 445

Being on-stream: since 10/26/2011

ELECTRIC TRACTION PASSENGER ELEVATOR

Location- CHANCERY BLDG

Vendor -OTIS ELEVATOR

Type OTIS GEN2 ED

Serial: 45NRE835

General Details:

Persons: 21

Stops: 5

Entrances: 1

Capacity: 1600

Capacity Metric: kg

Speed: 1

Speed Metric: m/s

System Eq: Traction-Gearless

2) ID= 446

Being on-stream: since 10/27/2011

ELECTRIC TRACTION PASSENGER ELEVATOR

Location- CHANCERY BLDG

Vendor -OTIS ELEVATOR

Type OTIS GEN2 ED

Serial: 45NRE836

General Details:

Persons: 21

Stops: 5

Entrances: 1

Capacity: 1600

Capacity Metric: kg

Speed: 1

Speed Metric: m/s

System Eq: Traction-Gearless

3) id=447

Being on-stream: since 10/27/2011

3) ELECTRIC TRACTION FREIGHT ELEVATOR

Location- CHANCERY BLDG

Vendor- OTIS ELEVATOR

Type: OTIS GEN2 ED

Serial: 45NRE837
General Details:
Persons:26
Stops: 6
Entrances: 2
Capacity: 2000
Capacity Metric:Kg
Speed: 1
Speed Metric: m/s
System Eq: TRACTION-GEARLESS

NOX/USAID Building

4) ID=1733
Being on-stream: since 12/7/2012
ELECTRIC TRACTION FREIGHT ELEVATOR
Location- USAID BLDG
Vendor-OTIS ELEVATOR
Type: OTIS GEN2 ED
Serial:45NR0106
General Details:
Persons: 21
Stops: 3
Entrances: 2
Capacity: 2000
Capacity Metric:kg
Speed: 1
Speed Metric: m/s
System Eq: TRACTION-GEARLESS

America House Building

5) ID=2231
Being on-stream: since 7/29/2014
ELECTRIC TRACTION FREIGHT ELEVATOR

Location-elevator in America House
Vendor-OTIS
Type: GeN2Premier (GA1392PW)
Persons: 21
Stops: 3
Entrances: 2
Capacity: 2000
Capacity Metric:kg
Speed: 1
Speed Metric: m/s
System Eq: TRACTION-GEARLESS